

Fairfax County, VA

- *1 million residents!*
- *People from all over!*
- *Top languages: English, Spanish, Korean, Vietnamese, Arabic, Farsi, Urdu, Somali and Chinese!*
- *A commitment to quality customer service!*



PROBLEM: Complaints about services and vendors

**SOLUTION: Changed the RFP process
– became an educated consumer**



PROBLEM: Hampered by limited individual agency knowledge regarding language issues

SOLUTION: Created departmental LSC*

*Language Services Contact



PROBLEM: Needed feedback and input

SOLUTION: Advisory groups



PROBLEM: Poor quality translations by nonprofessionals and concept errors by professionals, etc.

SOLUTION: TVT/contract requirements



PROBLEM: Needing better resources

SOLUTION: Explored new technologies



PROBLEM: Keeping folks linked-in

SOLUTIONS:

- a) County-intranet language link**
- b) Seminars on language and culture**
- c) Vendor fair**
- d) *Living Voices* film series**



Thank you for your time and attention



Presenter:
Angie Carrera
703-324-5171